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Minimum Qualification Specifications
for the Class:

CLAIMS MANAGEMENT SPECIALIST III
(CLAIMS MGMT SPCLT III)

Prerequisite Knowledge and Abilities Required:

Knowledge of: Principles and practices of insurance claims adjusting; claims investigation and settlement techniques; interviewing and investigating methods and techniques; types and purposes of insurance policies and coverages; and medical terminology.

Ability to: Investigate, evaluate, adjust and settle liability, property, and automobile claims; analyze, interpret and apply State Statutes, court decisions, attorney general's opinions, and insurance clauses and provisions; read and evaluate medical reports relating to claims for injury; deal tactfully and effectively with people; and write accurate, clear and concise reports.

Basic Education Requirement:

Graduation from an accredited four (4) year college or university with a bachelor's degree. Excess work experience as described under the Specialized Experience, below, or any other responsible administrative, professional or analytical work experience which provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

Experience Requirements:

Except for the substitutions provided for in this specification, applicants must have had progressively responsible experience of the kind and quality described in the statements below and in the amounts shown below, or any equivalent combination of training and experience.

Specialized Experience: One and one-half (1-1/2) years of progressively responsible professional work experience which involved investigating, analyzing, adjusting and settling claims of liability, property damage, and automobile for insurance companies and/or self-insured programs of government and/or major private organizations.

Substitutions Allowed:

Possession of an Associates in Claims (AIC) professional designation may be substituted for three (3) months of the required Specialized Experience.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

License Required:

Possession of a current State of Hawaii Independent Adjuster license.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. In such positions, certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Disabilities in these or other areas will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position will not be disqualified under this section.

Any condition which would cause applicants to be a hazard to themselves or others is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the Director.

Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

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This is the first minimum qualification specification for the new class CLAIMS MANAGEMENT SPECIALIST III (CLAIMS MGMT SPCLT III).

DATE APPROVED: 11/6/98

/s/ James H. Takushi

JAMES H. TAKUSHI

Director of Human Resources Development